

ABSTRACT OF THE DISCLOSURE

[0062] A method for processing work requests in a system having a central computer with a web server and other pieces of commercial software and a plurality of remote computer workstations coupled to the central computer is disclosed. The method includes, at a first of the remote computer workstations creating a work request and transmitting it to a first level for approval. The first level reviews the work request and, if approved, transmits it to a second level for approval. The second level reviews the work request and, if approved, transmits it to a third level for assignment for work. A Facilitator works the request and provides a final response. Upon completion by the Facilitator, and if approved by a third level Group Lead, the request is transmitted to a fourth level Review Board for approval. If the response is approved, the request is then transmitted to fifth level personnel for final closure. If the response is not approved, the request is transmitted back to the third level Group Lead and Facilitator(s) for further work. The work performed is then reviewed by the fifth level personnel and the request Originator. If the response is satisfactory, the work request (FSER) is closed. If the response is unsatisfactory, the request is transmitted back to the third level Group Lead and Facilitator for further work.